



EDMUND G. BROWN JR.
GOVERNOR



MATTHEW RODRIGUEZ
SECRETARY FOR
ENVIRONMENTAL PROTECTION

State Water Resources Control Board

Division of Drinking Water

November 20, 2015

System No. 3500505

Mr. Kelly Moore, Resort Manager
16225 Cienega Road
Paicines, CA 95043

Attention: Equity Lifestyle Properties, Incorporated
Two North Riverside Plaza, Suite 800
Chicago, IL 60606

**CITATION NO. 02-05-15C-010
TOTAL COLIFORM MAXIMUM CONTAMINANT LEVEL VIOLATION
AND GROUNDWATER RULE MONITORING AND REPORTING VIOLATION
TITLE 22, CALIFORNIA CODE OF REGULATIONS, SECTION 64426.1 AND
CHAPTER 15, ARTICLE 3.5, SECTION 64430
FOR OCTOBER 2015**

Enclosed is a Citation issued to the Thousand Trails San Benito Preserve, system number 3500505, (hereinafter "System") public water system.

The System will be billed at the State Water Resources Control Board's (hereinafter "State Board") hourly rate (currently estimated at \$128.00) for the time spent on issuing this Citation. California Health and Safety Code, Section 116577, provides that a public water system must reimburse the State Board for actual costs incurred by the State Board for specified enforcement actions, including but not limited to, preparing, issuing and monitoring compliance with a citation. At this time, the State Board has spent approximately four hours on enforcement activities associated with this violation.

The System will receive a bill sent from the Drinking Water Fee Branch in August of the next fiscal year. This bill will contain fees for any enforcement time spent on the System for the current fiscal year.

FELICIA MARCUS, CHAIR | THOMAS HOWARD, EXECUTIVE DIRECTOR

1 Lower Ragsdale, Bldg. 1, Suite 120, Monterey, CA 93940 | www.waterboards.ca.gov

Mr. Moore/Resort Manager
Thousand Trails San Benito Preserve

- 2 -

November 20, 2015

If you have any questions regarding this matter, please contact Shaminder Kler of my staff at (831) 655-6938 or me at (831) 655-6934.

Sincerely,



Jan R. Sweigert, P.E.
District Engineer, Monterey District Office
Northern California Field Operations Branch
Division of Drinking Water

Enclosures

Certified Mail No. 7008-1830-0004-5435-0820

cc: San Benito County Environmental Health Department

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STATE OF CALIFORNIA
STATE WATER RESOURCES CONTROL BOARD
DIVISION OF DRINKING WATER

Name of Public Water System: Thousand Trails San Benito Preserve

Water System No: 3500505

To: Mr. Kelly Moore, Resort Manager
16225 Cienega Road
Paicines, CA 95043

Attention: Equity Lifestyle Properties, Incorporated
Two North Riverside Plaza, Suite 800
Chicago, IL 60606

Issued: November 20, 2015

CITATION FOR NONCOMPLIANCE

**TOTAL COLIFORM MAXIMUM CONTAMINANT LEVEL VIOLATION
GROUND WATER RULE MONITORING AND REPORTING VIOLATION
TITLE 22, CALIFORNIA CODE OF REGULATIONS, SECTION 64426.1
AND CHAPTER 15, ARTICLE 3.5, SECTION 64430**

OCTOBER 2015

Section 116650 of the California Health and Safety Code (hereinafter
"CHSC"), authorizes the State Water Resources Control Board (hereinafter
"State Board") to issue a citation to a public water system when the State

1 Board determines that the public water system has violated or is violating
2 the California Safe Drinking Water Act (hereinafter "California SDWA"),
3 (CHSC, Division 104, Part 12, Chapter 4, commencing with Section
4 116270), or any regulation, standard, permit, or order issued or adopted
5 thereunder.

6
7 The State Board, acting by and through its Division of Drinking Water
8 (hereinafter "Division") and the Deputy Director for the Division, hereby
9 issues this citation pursuant to Section 116650 of the CHSC to the
10 Thousand Trails San Benito Preserve (hereinafter "System") for violation of
11 CHSC, Section 116555(a)(1) and Title 22, California Code of Regulations
12 (hereinafter "CCR"), Section 64426.1 and Chapter 15, Article 3.5, Section
13 64430.

14
15 A copy of the applicable statutes and regulations are included in Appendix 1,
16 which is attached hereto and incorporated by reference.

17 18 **STATEMENT OF FACTS**

19 System is classified as a transient non-community water system that serves
20 domestic water to RV and tent campers in the Thousand Trails facility. The
21 System serves an approximate population of 1,000 individuals through 160
22 service connections. The Division received laboratory results for eleven
23 bacteriological samples collected during October 2015 from the System. All
24 samples were analyzed for the presence of total coliform bacteria. Two of
25 the eleven samples analyzed were positive for total coliform bacteria. None
26 of the positive samples showed the presence of *Escherichia coli* (hereinafter
27 "*E. coli*") bacteria.
28

DETERMINATION

Title 22, CCR, Section 64426.1, Total Coliform Maximum Contaminant Level (MCL) states that a public water system is in violation of the total coliform MCL if it collects fewer than 40 bacteriological samples per month and if more than one sample collected during any month is total coliform-positive.

Title 22, CCR, Chapter 15, Article 3.5, Section 64430, further refers to California Ground Water Rule, Section 141.402(2), which states that a ground water system must collect, within 24 hours of notification of the total coliform-positive sample, at least one ground water source sample from each ground water source in use at the time the total coliform-positive sample was collected under 22, CCR, Sections 64422 and 64423...

The results of two out of eleven distribution samples tested positive for total coliform bacteria and raw water samples were not collected from the system's active groundwater sources, Wells A and B, until November 6, 2015. Both well samples tested negative for total coliform. All repeat distribution samples and the well samples were not collected within the required 24 hour compliance period following notification from Soil Control Laboratory to the System of the total coliform-positive routine distribution samples, analyzed on October 29, 2015.

Therefore, the Division has determined that the System violated Title 22, CCR, Section 64426.1 and Chapter 15, Article 3.5, Section 64430, during October 2015.

On November 16, 2015, the System completed and submitted a Positive Total Coliform Investigation report to the Division.

DIRECTIVES

The System is hereby directed to take the following actions:

1. Comply with Title 22, CCR, Sections 64426.1 and Chapter 15, Article 3.5, Section 64430, in all future monitoring periods.
2. On or before **December 18, 2015**, notify all persons served by the System of the violation of Sections 64426.1 and 64430, in conformance with Title 22, CCR, Sections 64463.4 and 64465. Copies of Sections 64463.4 and 64465 are included in Appendix 1: Appendix 2: Notification Template may be used to fulfill this directive. The notice shall be distributed by posting in conspicuous locations throughout the area served by the System. Notice must be posted for a minimum of seven (7) days. The notice shall also be distributed by one of the following secondary methods to reach persons not likely to be reached by posting:
 - By publication in a local newspaper or newsletter distributed to customers, by electronic mail to employees, by internet posting of the notice or by direct delivery to each customer. If the System opts to issue the notice via internet website, the public notice shall remain posted for a minimum of seven (7) days. The System must determine which option will be used to conduct the secondary distribution of the notice and notify the Division of their decision no later than **December 10, 2015**.

- 1 3. Complete Appendix 3: Compliance Certification Form. Submit it
2 together with a copy of the public notification to the Division on or
3 before **December 31, 2015**.
4
- 5 4. Pursuant to Title 22, CCR, Section 64424(d), collect and have
6 analyzed for total coliform bacteria five (5) routine bacteriological
7 samples on or before November 30, 2015, as instructed by the
8 Division to System staff by electronic mail dated November 5, 2015.
9
- 10 5. By **December 31, 2015**, submit a revised Bacteriological Sample
11 Siting Plan (BSSP) that includes descriptive sample site
12 identifications, especially when there are multiple taps available at
13 any sampling site. Ensure that a map or system schematic is
14 attached showing the locations of routine and repeat sample sites,
15 water sources, and water storage facilities. Note that distribution
16 routine and repeat sample locations cannot include wells, storage
17 tanks, fire hydrants, blow-offs, or the entry point to the distribution
18 system. Appendix 4: Small Water System BSSP may be used to
19 fulfill this directive.
20
- 21 6. By **December 31, 2015**, submit certification that all staff and
22 operators responsible for monitoring have reviewed the BSSP
23 requested in directive 5 and understand the requirements.
24
- 25 7. If any routine distribution sample tests positive for total coliform but *E.*
26 *coli* negative, the System shall collect follow up repeat distribution
27 samples and for compliance with the Groundwater Rule, collect raw
28 water samples from the system's active sources. All samples shall be
29 collected within 24 hours after receiving notification from the

laboratory of a positive result. If any raw water sample tests positive for coliform, the System must notify the Division immediately after receiving notification from the laboratory of the positive result.

All submittals required by this Citation shall be submitted to the Division at the following address:

Jan Sweigert, P.E.
District Engineer, Monterey District Office
State Water Resources Control Board
Division of Drinking Water
1 Lower Ragsdale Drive, Building 1, Suite 120
Monterey, CA 93940

The State Board reserves the right to make such modifications to this Citation as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be effective upon issuance.

Nothing in this Citation relieves the System of its obligation to meet the requirements of the California SDWA (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit or order issued or adopted thereunder.

PARTIES BOUND

This Citation shall apply to and be binding upon the System, its owners, shareholders, officers, directors, agents, employees, contractors, successors, and assignees.

SEVERABILITY

The directives of this Citation are severable, and the System shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

FURTHER ENFORCEMENT ACTION

The California SDWA authorizes the State Board to: issue a citation with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any regulation, permit, standard, citation, or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation or compliance order. The California SDWA also authorizes the State Board to take action to suspend or revoke a permit that has been issued to a public water system if the public water system has violated applicable law or regulations or has failed to comply with an order of the State Board, and to petition the superior court to take various enforcement measures against a public water system that has failed to comply with an order of the State Board. The State Board does not waive any further enforcement action by issuance of this Citation.

Jan Sweigert
Jan Sweigert, P.E.
District Engineer, Monterey District Office
Northern California Field Operations Branch
Division of Drinking Water

11/20/2015
Date

Appendices (4):

1. Applicable Statutes and Regulations
2. Notification Template (Instructions Included)
3. Compliance Certification Form
4. Small Water System BSSP

Certified Mail No. 7008-1830-0004-5435-0820



APPENDIX 1. APPLICABLE STATUTES AND REGULATIONS FOR CITATION NO. 02-05-15C-010

Violation of Total Coliform Rule MCL

Section 116271 of the CHSC states in relevant part:

(a) The State Water Resources Control Board succeeds to and is vested with all of the authority, duties, powers, purposes, functions, responsibilities, and jurisdiction of the State Department of Public Health, its predecessors, and its director for purposes of all of the following:

- (1) The Environmental Laboratory Accreditation Act (Article 3 (commencing with Section 100825) of Chapter 4 of Part 1 of Division 101).
- (2) Article 3 (commencing with Section 106875) of Chapter 4 of Part 1.
- (3) Article 1 (commencing with Section 115825) of Chapter 5 of Part 10.
- (4) This chapter and the Safe Drinking Water State Revolving Fund Law of 1997 (Chapter 4.5 (commencing with Section 116760)).
- (5) Article 2 (commencing with Section 116800), Article 3 (commencing with Section 116825), and Article 4 (commencing with Section 116875) of Chapter 5.
- (6) Chapter 7 (commencing with Section 116975).
- (7) The Safe Drinking Water, Water Quality and Supply, Flood Control, River and Coastal Protection Bond Act of 2006 (Division 43 (commencing with Section 75001) of the Public Resources Code).
- (8) The Water Recycling Law (Chapter 7 (commencing with Section 13500) of Division 7 of the Water Code).
- (9) Chapter 7.3 (commencing with Section 13560) of Division 7 of the Water Code.
- (10) The California Safe Drinking Water Bond Law of 1976 (Chapter 10.5 (commencing with Section 13850) of Division 7 of the Water Code).
- (11) Wholesale Regional Water System Security and Reliability Act (Division 20.5 (commencing with Section 73500) of the Water Code).
- (12) Water Security, Clean Drinking Water, Coastal and Beach Protection Act of 2002 (Division 26.5 (commencing with Section 79500) of the Water Code).

(b) The State Water Resources Control Board shall maintain a drinking water program and carry out the duties, responsibilities, and functions described in this section. Statutory reference to "department," "state department," or "director" regarding a function transferred to the State Water Resources Control Board shall refer to the State Water Resources Control Board. This section does not impair the authority of a local health officer to enforce this chapter or a county's election not to enforce this chapter, as provided in Section 116500...

- (k) (1) The State Water Resources Control Board shall appoint a deputy director who reports to the executive director to oversee the issuance and enforcement of public water system permits and other duties as appropriate. The deputy director shall have public health expertise.
- (2) The deputy director is delegated the State Water Resources Control Board's authority to provide notice, approve notice content, approve emergency notification plans, and take other action pursuant to Article 5 (commencing with Section 116450), to issue, renew, reissue, revise, amend, or deny any public water system permits pursuant to Article 7 (commencing with Section 116525), to suspend or revoke any public water system permit pursuant to Article 8 (commencing with Section 116625), and to issue citations, assess penalties, or issue orders pursuant to Article 9 (commencing with Section 116650). Decisions and actions of the deputy director taken pursuant to Article 5 (commencing with Section 116450) or Article 7 (commencing with Section 116525) are deemed decisions and actions taken, but are not subject to reconsideration, by the State Water Resources Control Board. Decisions and actions of the deputy director taken pursuant to Article 8 (commencing with Section 116625) and Article 9 (commencing with Section 116650) are deemed decisions and actions taken by the State Water Resources Control Board, but any aggrieved person may petition the State Water Resources Control Board for reconsideration of the decision or action. This subdivision is not a limitation on the State Water Resources Control Board's authority to delegate any other powers and duties.

Section 116650 of the CHSC states in relevant part:

(a) If the department determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the department may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.

- (b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.
- (c) A citation may specify a date for elimination or correction of the condition constituting the violation.
- (d) A citation may include the assessment of a penalty as specified in subdivision (e).
- (e) The department may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation.

Section 64424 (Repeat Sampling) of the CCR states in relevant part:

(a) If a routine sample is total coliform-positive, the water supplier shall collect a repeat sample set as described in paragraph (1) within 24 hours of being notified of the positive result. The repeat samples shall be all be collected within the same 24 hour time period. A single service connection system may request that the State Board allow the collection of the repeat sample set over a four-day period.

- (1) For a water supplier that normally collects more than one routine sample a month, a repeat sample set shall be at least three samples for each total coliform-positive sample. For a water supplier that normally collects one or fewer samples per month, a repeat sample set shall be at least four samples for each total coliform-positive sample.
- (2) If the water supplier is unable to collect the samples within the 24-hour time period specified in subsection (a) or deliver the samples to the laboratory within 24 hours after collection because of circumstances beyond its control, the water supplier shall notify the State Board within 24 hours. The State Board will then determine how much time the supplier will have to collect the repeat samples.

(b) When collecting the repeat sample set, the water supplier shall collect at least one repeat sample from the sampling tap where the original total coliform-positive sample was taken. Other repeat samples shall be collected within five service connections upstream or downstream of the original site. At least one sample shall be from upstream and downstream unless there is no upstream and/or downstream service connection.

(c) If one or more samples in the repeat sample set is total coliform-positive, the water supplier shall collect and have analyzed an additional set of repeat samples as specified in subsections (a) and (b). The supplier shall repeat this process until either no coliform are detected in one complete repeat sample set or the supplier determines that the MCL for total coliforms specified in Section 64426.1 has been exceeded and notifies the State Board.

(d) If a public water system for which **fewer than five routine samples/month** are collected has one or more total coliform-positive samples, the water supplier shall collect at least five routine samples the following month. If the supplier stops supplying water during the month after the total coliform-positive(s), at least five samples shall be collected during the first month the system resumes operation. A water supplier may request the State Board waive the requirement to collect at least five routine samples the following month, but a waiver will not be granted solely on the basis that all repeat samples are total coliform-negative. To request a waiver, one of the following conditions shall be met:

- (1) The State Board conducts a site visit before the end of the next month the system provides water to the public to determine whether additional monitoring and/or corrective action is necessary to protect public health.
- (2) The State Board determines why the sample was total coliform-positive and establishes that the system has corrected the problem or will correct the problem before the end of the next month the system serves water to the public. If a waiver is granted, a system shall collect at least one routine sample before the end of the next month it serves water to the public and use it to determine compliance with Section 64426.1.

Section 64426 (Significant Rise in Bacterial Count) of the CCR states in relevant part:

- (a) Any of the following criteria shall indicate a possible significant rise in bacterial count:
 - (1) A system collecting at least 40 samples per month has a total coliform-positive routine sample followed by two total coliform-positive repeat samples in the repeat sample set;
 - (2) A system has a sample which is positive for fecal coliform or *E. coli*; or

- (3) A system fails the total coliform Maximum Contaminant Level (MCL) as defined in Section 64426.1.
- (b) When the coliform levels specified in subsection (a) are reached or exceeded, the water supplier shall:
- (1) Contact the State Board by the end of the day on which the system is notified of the test result or the system determines that it has exceeded the MCL, unless the notification or determination occurs after the State Board office is closed, in which case the supplier shall notify the State Board within 24 hours; and
 - (2) Submit to the State Board information on the current status of physical works and operating procedures which may have caused the elevated bacteriological findings, or any information on community illness suspected of being waterborne. This shall include, but not be limited to:
 - (A) Current operating procedures that are or could potentially be related to the increase in bacterial count;
 - (B) Any interruptions in the treatment process;
 - (C) System pressure loss to less than 5 psi;
 - (D) Vandalism and/or unauthorized access to facilities;
 - (E) Physical evidence indicating bacteriological contamination of facilities;
 - (F) Analytical results of any additional samples collected, including source samples;
 - (G) Community illness suspected of being waterborne; and
 - (H) Records of the investigation and any action taken.

Section 64426.1 (Total Coliform Maximum Contaminant Level (MCL)) of CCR states in relevant part:

- (b) A public water system is in violation of the total coliform MCL when any of the following occurs:
- (1) For a public water system which collects at least 40 samples per month, more than 5.0 percent of the samples collected during any month are total coliform-positive; or
 - (2) For a public water system which collects fewer than 40 samples per month, more than one sample collected during any month is total coliform-positive; or
 - (3) Any repeat sample is fecal coliform-positive or E. coli-positive; or
 - (4) Any repeat sample following a fecal coliform-positive or E. coli-positive routine sample is total coliform-positive.
- (c) If a public water system is not in compliance with paragraphs (b)(1) through (4), during any month in which it supplies water to the public, the water supplier shall notify the State Board by the end of the business day on which this is determined, unless the determination occurs after the State Board office is closed, in which case the supplier shall notify the State Board within 24 hours of the determination. The water supplier shall also notify the consumers served by the water system. A Tier 2 Public Notice shall be given for violations of paragraph (b)(1) or (2), pursuant to section 64463.4. A Tier 1 Public Notice shall be given for violations of paragraph (b)(3) or (4), pursuant to section 64463.1.

Section 64430 Requirements (Groundwater Rule)

A public water system that uses ground water shall comply with the following provisions of 40 Code of Federal Regulations as they appear in the Ground Water Rule published in 71 Federal Register 64474 (November 8, 2006) and amended in 71 Federal Register 67427 (November 21, 2006) and 74 Federal Register 30953 (June 29, 2009) which are hereby incorporated by reference...Sections 141.400 through 141.405...

Section 141.402 Ground water source microbial monitoring and analytical methods states in relevant part:

(a) Triggered source water monitoring -

(1) *General Requirements:* A ground water system must conduct triggered source water monitoring if the conditions identified in paragraphs (a)(1)(i) and (a)(1)(ii) of this section exist.

(i) The system does not provide at least 4-log treatment of viruses (using inactivation, removal, or a State-approved combination of 4-log virus inactivation and removal) before or at the first customer for each ground water source; and

(ii) The system is notified that a sample collected under 22 California Code of Regulations sections 64422 and 64423 is total coliform-positive and the sample is not invalidated under 22 California Code of Regulations section 64425.

(2) *Sampling requirements.* A ground water system must collect, within 24 hours of notification of the total coliform-positive sample, at least one ground water source sample from each ground water source

in use at the time the total coliform-positive sample was collected under 22 California Code of Regulations sections 64422 and 64423, except as provided in paragraph (a)(2)(ii) of this section.

(i) The State may extend the 24-hour time limit on a case by case basis if the system cannot collect the ground water source water sample within 24 hours due to circumstances beyond its control. In the case of an extension, the State must specify how much time the system has to collect the sample...

Section 64463.1 (Tier 1 Public Notice) of CCR states in relevant part:

(a) A water system shall give public notice pursuant to this section and section 64465 if any of the following occurs:

(1) Violation of the total coliform MCL when:

(A) Fecal coliform or *E. coli* are present in the distribution system; or

(B) When any repeat sample tests positive for coliform and the water system fails to test for fecal coliforms or *E. coli* in the repeat sample;...

(b) As soon as possible within 24 hours after learning of any of the violations in subsection (a) or being notified by the State Board that it has determined there is a potential for adverse effects on human health [pursuant to paragraph (a)(4), (5), or (6)], the water system shall:

(1) Give public notice pursuant to this section;

(2) Initiate consultation with the State Board within the same timeframe; and

(3) Comply with any additional public notice requirements that are determined by the consultation to be necessary to protect public health.

(c) A water system shall deliver the public notice in a manner designed to reach residential, transient, and nontransient users of the water system and shall use, as a minimum, one of the following forms:

(1) Radio or television;

(2) Posting in conspicuous locations throughout the area served by the water system;

(3) Hand delivery to persons served by the water system; or

(4) Other method approved by the State Board, based on the method's ability to inform water system users.

Section 64463.4 (Tier 2 Public Notice) of CCR states in relevant part:

(a) A water system shall give public notice pursuant to this section if any of the following occurs:

(1) Any violation of the MCL, MRDL, and treatment technique requirements, except:

(A) Where a Tier 1 public notice is required under section 64463.1; or

(B) Where the State Board determines that a Tier 1 public notice is required, based on potential health impacts and persistence of the violations;

(2) All violations of the monitoring and testing procedure requirements in sections 64421 through 64426.1, article 3 (Primary Standards – Bacteriological Quality), for which the State Board determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations;

(3) Other violations of the monitoring and testing procedure requirements in this chapter, and chapters 15.5, 17 and 17.5, for which the State Board determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations; or

(4) Failure to comply with the terms and conditions of any variance or exemption in place.

(b) A water system shall give the notice as soon as possible within 30 days after it learns of a violation or occurrence specified in subsection (a), except that the water system may request an extension of up to 60 days for providing the notice. This extension would be subject to the State Board's written approval based on the violation or occurrence having been resolved and the State Board's determination that public health and welfare would in no way be adversely affected. In addition, the water system shall:

(1) Maintain posted notices in place for as long as the violation or occurrence continues, but in no case less than seven days;

(2) Repeat the notice every three months as long as the violation or occurrence continues. Subject to the State Board's written approval based on its determination that public health would in no way be adversely affected, the water system may be allowed to notice less frequently but in no case less than once per year. No allowance for reduced frequency of notice shall be given in the case of a total coliform MCL violation or violation of a Chapter 17 treatment technique requirement; and

(3) For turbidity violations pursuant to sections 64652.5(c)(2) and 64653(c), (d) and (f), as applicable, a water system shall consult with the State Board as soon as possible within 24 hours after the water system learns of the violation to determine whether a Tier 1 public notice is required.

If consultation does not take place within 24 hours, the water system shall give Tier 1 public notice within 48 hours after learning of the violation.

(c) A water system shall deliver the notice, in a manner designed to reach persons served, within the required time period as follows:

(1) Unless otherwise directed by the State Board in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, **community** water systems shall give public notice by;

(A) Mail or direct delivery to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system; and

(B) Use of one or more of the following methods to reach persons not likely to be reached by a mailing or direct delivery (renters, university students, nursing home patients, prison inmates, etc.):

1. Publication in a local newspaper;
2. Posting in conspicuous public places served by the water system, or on the Internet; or
3. Delivery to community organizations.

(2) Unless otherwise directed by the State Board in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, **noncommunity** water systems shall give the public notice by:

(A) Posting in conspicuous locations throughout the area served by the water system; and

(B) Using one or more of the following methods to reach persons not likely to be reached by a public posting:

1. Publication in a local newspaper or newsletter distributed to customers;
2. E-mail message to employees or students;
3. Posting on the Internet or intranet; or
4. Direct delivery to each customer.

Section 64465 (Public Notice Content and Format) of the CCR states in relevant part:

(a) Each public notice given pursuant to this article, except Tier 3 public notices for variances and exemptions pursuant to subsection (b), shall contain the following:

- (1) A description of the violation or occurrence, including the contaminant(s) of concern, and (as applicable) the contaminant level(s);
- (2) The date(s) of the violation or occurrence;
- (3) Any potential adverse health effects from the violation or occurrence, including the appropriate standard health effects language from appendices 64465-A through G;
- (4) The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in drinking water;
- (5) Whether alternative water supplies should be used;
- (6) What actions consumers should take, including when they should seek medical help, if known;
- (7) What the water system is doing to correct the violation or occurrence;
- (8) When the water system expects to return to compliance or resolve the occurrence;
- (9) The name, business address, and phone number of the water system owner, operator, or designee of the water system as a source of additional information concerning the public notice;
- (10) A statement to encourage the public notice recipient to distribute the public notice to other persons served, using the following standard language: —Please share this information with all the other people who drink this water, especially those who may not have received this public notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail; and
- (11) For a water system with a monitoring and testing procedure violation, this language shall be included: "We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [compliance period dates], we ['did not monitor or test' or 'did not complete all monitoring or testing'] for [contaminant(s)], and therefore, cannot be sure of the quality of your drinking water during that time." ...

(c) A public water system providing notice pursuant to this article shall comply with the following multilingual-related requirements:

(2) For a Tier 2 or Tier 3 public notice:

(A) The notice shall contain information in Spanish regarding the importance of the notice, or contain a telephone number or address where Spanish-speaking residents may contact the public water system to obtain a translated copy of the notice or assistance in Spanish; and

(B) When a non-English speaking group other than Spanish-speaking exceeds 1,000 residents or 10 percent of the residents served by the public water system, the notice shall include:

1. Information in the appropriate language(s) regarding the importance of the notice; or
2. A telephone number or address where such residents may contact the public water system to obtain a translated copy of the notice or assistance in the appropriate language; and

(3) For a public water system subject to the Dymally-Alatorre Bilingual Services Act, Chapter 17.5, Division 7, of the Government Code (commencing with section 7290), meeting the requirements of this Article may not ensure compliance with the Dymally-Alatorre Bilingual Services Act.

(d) Each public notice given pursuant to this article shall:

- (1) Be displayed such that it catches people's attention when printed or posted and be formatted in such a way that the message in the public notice can be understood at the eighth-grade level;
- (2) Not contain technical language beyond an eighth-grade level or print smaller than 12 point; and
- (3) Not contain language that minimizes or contradicts the information being given in the public notice.

Appendix 64465-A. Health Effects Language - Microbiological Contaminants.

Contaminant	Health Effects Language
Total Coliform	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
Fecal coliform/ <i>E. coli</i>	Fecal coliforms and <i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
Turbidity	Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Section 64469 (Reporting Requirements) of CCR states in relevant part:

- (d) Within 10 days of giving initial or repeat public notice pursuant to Article 18 of this Chapter, except for notice given under section 64463.7(d), each water system shall submit a certification to the State Board that it has done so, along with a representative copy of each type of public notice given.

APPENDIX 2. NOTIFICATION TEMPLATE

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene informacion muy importante sobre su agua potable. Traduzcalo o hable con alguien que lo entienda bien.

Thousand Trails San Benito Preserve Had Levels of Coliform Bacteria Above the Drinking Water Standard During October 2015

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct the situation. Please share this information with other people who drink this water, especially those who may not have received this notice directly. You can do this by posting this notice in a public place and by giving out copies by hand or mail.

What happened?

We routinely monitor our drinking water for contaminants. We took three distribution water samples to test for the presence of coliform bacteria during October 2015 and eight follow-up repeat samples during November 2015. Two of our October 2015 samples showed the presence of coliform bacteria. For a public water system which collects fewer than 40 samples per month, the standard is that no more than one (1) distribution per month may test positive for coliform bacteria. The positive samples were tested further for *E. coli*. **No *E. coli* was found.** However, our drinking water exceeded the maximum contaminant level allowed for total coliform bacteria, as specified in Section 64426.1, Title 22, of the California Code of Regulations (CCR) for October 2015. In addition, triggered ground water samples from Wells A and B were not collected within 24 hours of notification of the routine distribution total coliform-positive sample as required for compliance with the Groundwater Rule. Raw water samples were not collected until November 6, 2015, resulting in violation of Chapter 15, Article 3.5, Section 64430, Title 22, CCR.

What does this mean?

The State Water Resources Control Board sets drinking water standards and has determined that the presence of total coliform bacteria is a possible health concern. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present. Coliforms were found in more drinking water samples than allowed. This was a warning of potential problems and a violation of the regulations.

What should I do?

This is not an emergency. If it had been, you would have been notified immediately.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at (800) 426-4791.

If you have other health concerns related to the consumption of this water, you may wish to consult your doctor.

Has the problem been resolved? What corrective actions have been taken to prevent this violation from occurring in the future?

This notification of the public is being done in compliance with Section 64463.4, Title 22, of the CCR as a means of keeping the public informed.

Persons wishing more information should contact: _____
(name)

(address)

(phone number)

APPENDIX 3. COMPLIANCE CERTIFICATION

Citation Number: **02-05-15C-010**

Name of Water System: **Thousand Trails San Benito Preserve**

System Number: **3500505**

Certification

I certify that the users of the water supplied by this water system were notified of the bacteriological violations of Title 22, California Code of Regulations, Sections 64426.1, 64423.1(b) and 141.402(d), for the compliance period of October 2015 and the required actions listed below were completed.

Required Action	Date Completed
<i>(Citation Directive 2) Public Notification –posted in conspicuous locations throughout the area served by the System and by Secondary Notification Method completed. List Secondary Method Used:</i>	
<i>(Citation Directive 4) Collect and have analyzed for total coliform bacteria five (5) routine bacteriological samples</i>	
<i>(Citation Directive 4) Complete and submit a revised Small Water System Bacteriological Sample Siting Plan</i>	

Signature of Water System Representative

Date

Attach a copy of the notice posted and distributed and a copy of the laboratory results from the 5 bacteriological samples collected during November 2015

THIS FORM MUST BE COMPLETED AND RETURNED TO THE WATER BOARD, DIVISION OF DRINKING WATER, NO LATER THAN DECEMBER 31, 2015

Disclosure: Be advised that Sections 116725 and 116730, respectively of the California Health and Safety Code state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the Safe Drinking Water Act may be liable for, respectively, a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation or, for continuing violations, for each day that violation continues, or be punished by a fine of not more than \$25,000 for each day of violation, or by imprisonment in the county jail not to exceed one year, or by both the fine and imprisonment.

State Water Resource Control Board (SWRCB) – Division of Drinking Water (DDW) – Monterey District

Small Water System Bacteriological Sample Siting Plan

Systems serving $\leq 1,000$ Population with 2 Wells or Less**I. System Information**

System Name & ID Number: _____

PWS Classification: _____

Active Service Connections: _____
(Number of residences and/or buildings served by the system)**Monthly Population**

(for Community systems)

Daily Population(for Transient or Non-Transient
Non Community systems)_____
(Residents or number of individuals served each day by system during busiest month)Source(s): _____
(List all water supply sources wells, springs, lakes, etc).**II. Routine Sampling Frequency**The water system must collect _____ routine samples at a frequency of once every _____
of Sample/s month or calendar quarter**III. Routine and Repeat Sampling Sites*** Routine Sample Site No. 1: _____
Routine distribution sample locations cannot include water sources (i.e. Wells, storage tanks, pressure tanks, fire hydrants, blow-offs or the entry point to the distribution system).If this routine sample contains coliform bacteria, the water system must collect a set of repeat samples within 24 hours of being notified of the result. (If your routine sampling frequency is equal to or less than one sample per month, the repeat sample set must consist of **4** samples. If your routine sampling frequency is greater than one sample per month, the repeat sample set need only consist of **3** samples.)*If serving $\leq 1,000$ population and your routine sampling frequency is equal to or less than one (1) sample per month, the system may designate a source (well) as "Repeat No. 4" for compliance with GWR requirements**If system has 2 sources, see Section VI for further instructions for compliance with GWR***Repeat Sample Set No. 1:**Repeat sample site No. 1: _____
(Collect one sample at the **original** routine sample site)Repeat sample site No. 2: _____
(Collect one sample within five connections **upstream**)Repeat sample site No. 3: _____
(Collect one sample within five connections **downstream**)Repeat sample site No. 4: _____
(Collect one additional sample within five connections upstream or downstream)

- A routine sample site must be designated for each pressure zone or separate area served by the water system. The routine sample sites must be rotated such that they are all sampled on a regular basis. If this water system must designate more than one routine sample site, please do so on the following page and *submit a rotation schedule if applicable*.

Check one of the following:

- ☐ Only one routine sample site is necessary to adequately represent the system. Additional routine and repeat sample sites are not attached.
- ☐ This water system contains more than one pressure zone or separate area.

(This section need only be completed if your water system must designate more than one routine sample site.)

Routine Sample Site No. 2: _____

Routine and repeat sample locations cannot include water sources (i.e. Wells, storage tanks, pressure tanks, fire hydrants, blow-offs, or the entry point to the distribution system).

If this routine sample contains coliform bacteria, the water system must collect a set of repeat samples within 24 hours of being notified of the result. (If your routine sampling frequency is equal to or less than one sample per month, the repeat sample set must consist of 4 samples. If your routine sampling frequency is greater than one sample per month, the repeat sample set need only consist of 3 samples.)

If serving $\leq 1,000$ population and your routine sampling frequency is equal to or less than one (1) sample per month, the system may designate a source (well) as "Repeat No. 4" for compliance with GWR requirements

If system has 2 sources, see Section VI for further instructions for compliance with GWR

Repeat Sample Set No. 2:

Repeat sample site No. 1: _____

(Collect one sample at the original routine sample site)

Repeat sample site No. 2: _____

(Collect one sample within five connections upstream)

Repeat sample site No. 3: _____

(Collect one sample within five connections downstream)

Repeat sample site No. 4: _____

(Collect one additional sample within five connections upstream or downstream)

Routine Sample Site No. 3: _____

Routine and repeat sample locations cannot include water sources (i.e. Wells, storage tanks, pressure tanks, fire hydrants, blow-offs, or the entry point to the distribution system).

If this routine sample contains coliform bacteria, the water system must collect a set of repeat samples within 24 hours of being notified of the result. (If your routine sampling frequency is equal to or less than one sample per month, the repeat sample set must consist of 4 samples. If your routine sampling frequency is greater than one sample per month, the repeat sample set need only consist of 3 samples.)

If serving $\leq 1,000$ population and your routine sampling frequency is equal to or less than one (1) sample per month, the system may designate a source (well) as "Repeat No. 4" for compliance with GWR requirements

If system has 2 sources, see Section VI for further instructions for compliance with GWR

Repeat Sample Set No. 3:

Repeat sample site No. 1: _____

(Collect one sample at the original routine sample site)

Repeat sample site No. 2: _____

(Collect one sample within five connections upstream)

Repeat sample site No. 3: _____

(Collect one sample within five connections downstream)

Repeat sample site No. 4: _____

(Collect one additional sample within five connections upstream or downstream)

IV. Routine Sampling During The Month Following A Positive Sample

If a public water system for which **fewer than 5 routine distribution samples per month (including systems on a quarterly sampling frequency)** are collected has one or more total coliform positive samples, the water supplier shall collect at least 5 routine distribution samples during the following month. These 5 samples can be collected over the course of the month or all on the same day. Please list the locations from which these 5 routine distribution samples will be collected:

1. _____ 2. _____ 3. _____
4. _____ 5. _____

V. System Map or System Schematic

Attach a **system schematic or map** that shows the piping layout of the distribution system, the location of all **routine and repeat** sample sites, raw water sources, storage facilities, pressure zones, the **entry point** of water into the distribution system and the direction of water flow.

VI. Raw Water Source Sampling for Compliance with the Groundwater Rule

Groundwater systems with 2 active wells: each well must be sampled within 24 hours of notification when a routine distribution bacteriological sample shows the presence of total coliform bacteria. *Your water system may choose to designate one of two wells as the fourth (4th) repeat sample site but your water system is also required to sample the second well during repeat sampling, labeling it as "Special" or "Other".*

If a source water sample result is positive for *E. coli*, notification to the SWRCB-DDW, and a Tier 1 Public Notification are required within 24 hours of notification to the water system of the *E. coli* positive result

If the source water is *E. coli* negative but total coliform positive, contact the SWRCB-DDW for further instructions

Provided below is a link to USEPA's website providing additional guidance on the Groundwater Rule:
<http://www.epa.gov/safewater/disinfection/gwr/compliancehelp.html>

VII. Quarterly Coliform Monitoring of Disinfected Wells

Bacteriological monitoring of raw water source/s with disinfection is intended to detect a degradation of the groundwater quality that would otherwise be masked by the chlorination treatment. The water system shall initiate a minimum of at least **quarterly** raw water monitoring for coliform bacteria from each well with disinfection treatment. Should a well sample show positive for coliform bacteria, please contact the Monterey District Office for follow-up procedures.

- **Source Name & Primary Station Code # Site No. 1:** _____
- **Source Name & Primary Station Code # Site No. 2:** _____

The quarterly raw water coliform samples should be labeled as "Other" and will not be counted towards compliance with the Total Coliform Rule for distribution monitoring.

If a quarterly source sample tests positive for coliform and *E. coli* negative, the SWRCB-DDW recommends that the water system collects a confirmation sample within 24 hours of notification and request analysis using an enumeration method.

If a source sample tests positive for *E. coli*, contact the SWRCB-DDW for further instructions.

VIII. Personnel and Laboratory Notification

Trained Sampler:

(Sample collection must be performed by a person trained in sample collection. Provide name & phone # of sampler.)

Certified Laboratory:

(Provide the **name and phone #** of the certified lab doing your water analysis testing.
Arrangement must be made for weekend and holiday analysis testing if needed.)

Notification:

Laboratory to notify persons designated below within 24 hours whenever a sample is found to contain coliform bacteria. (Listed personnel shall contact the SWRCB-DDW as indicated in Section IX.

1. _____
(Name) (Daytime Phone #) (Evening Phone #)

2. _____
(Name) (Daytime Phone #) (Evening Phone #)

IX. Notification to the SWRCB-DDW

The water system must notify the SWRCB-DDW, Monterey District Office, within 24 hours of a violation of the total coliform maximum contaminant level exceedance or when any sample is fecal or *E. coli* positive.

Jan Sweigert, P.E.
District Engineer, Monterey District Office
SWRCB-DDW – Field Operations Branch

(Daytime Phone #) (831) 655-6934 (Evening Cell#) (831) 595-0058
Office (831)-655-6939 (Day or Night-Leave Message)

Darryl Wong
Environmental Health Manager
San Benito County Environmental Health Department

(Daytime Phone #) (831) 636-4035
On call office staff (831) 902-7248

X. Monthly Summary of Distribution System Coliform Monitoring Report (MSR)

Person responsible for reviewing & confirming accuracy of laboratory coliform analysis reports, signing & submitting the MSR.

MSR (enclosed) is due by the 10th of each month following completion of analysis.

Name: _____ Title: _____

Signature of System Representative: _____ Date: _____

KEEP A COPY OF THIS FORM FOR YOUR REFERENCE AND USE

Additional Information: When responding to a laboratory report of bacterial contamination, keep in mind the following:

1. Coliform bacteria should not be present in drinking water and the presence of coliform indicates a potentially serious problem. Appropriate investigation should be performed immediately.
2. Check water system components such as water sources, filtration and/or chlorination equipment and storage tanks for indications of unusual conditions or problems.
3. Correct problems immediately, do not wait for results of follow-up to take action.